

Lucille W. Cormier

Professional Summary

A highly accomplished administrator with excellent leadership qualities, organizational, interpersonal and management skills; combined with a strong social service and health care background.

Professional Experience

Social Service Experience:

- Intake for counseling clients - responsible for interviewing potential counseling clients to determine level and type of service appropriate, determining client's fee structure, appropriate counselor assignments, referrals to other agencies, maintain case records
- Oversight of administrative duties for Counseling Program; maintain funder & collaborative relationships, work with clinical supervisor on counseling program operations (paperwork, caseloads, general program operational improvements)
- Our Lady of Guadalupe Center - food pantry client registration
- Facilitated Parents Anonymous® support groups for parents
- Facilitated parenting classes for parents involved with children services
- Facilitated case management for families at risk in protective service unit/foster care unit
- Parenting Specialist worked with abusive parents to improve parenting skills
- Supervised foster parents and licensed family daycare providers
- Facilitated support groups for foster parents and family daycare providers

Managerial Experience:

- Oversight/management of Our Lady of Guadalupe Center client registration, food pantry guidelines, budget, reports, grant writing, expenses, program metrics, quality assurance/standards, hiring and supervision of staff and volunteers
- Managed all aspects of Parenting Program, grant writing, marketing, program development, relationship with funders/collaborative partners, development & execution of business plan, expenses, program metrics, quality assurance/standards, hiring and supervision of staff and volunteers
- Management of 200 professional staff in 35 contract sites in seven states including Physical Therapists, Occupational Therapists, Speech Language Pathologists, Rehab Department Managers, Admissions Coordinators, Marketing Personnel, Recruitment Director and Administrative Staff.
- Increased gross revenues for contract sites from \$4.2 million to \$14.5 million per year
- Responsible for oversight of human resources issues: recruitment, hiring/terminations, orientation, evaluations
- Provide customer service to existing accounts
- Successfully transitioned \$14 million operation to new location: including hiring & training of new administrative staff, maintaining daily operations without interruption and implementation of new systems

Employment History

Sixteen years: 1998 to present:

Catholic Social Services
Columbus, Ohio

*Counseling Services Intake Coordinator - current

*Our Lady of Guadalupe Center Coordinator - current

*Parenting Services Program Director

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Seven years: 1991 to 1998

Mariner/Prism Rehab Systems
Boston, MA
*Regional Operations Manager

Twelve years: 1979 to 1991

Catholic Charities Boston - North Shore
Salem/Lynn, MA
*Parenting Specialist
*Protective Service Case Worker
*Foster Care Case Worker

Eleven Years: 1968 to 1979

Salem Hospital, Salem, MA
Holy Family Hospital, Methuen, MA
*Certified Operating Room Technician

Education

Salem State College, Salem, MA
Bachelor of Social Work Program

Holy Family Hospital, Methuen, MA
Operating Room Technician Program

Volunteer and Community Involvement

- Mentor/tutor to three Division I athletes who attended Ohio State University, Boston College and Providence College
- Chairperson/member of Massachusetts Department of Social Services Advisory Board
- North Shore Head Start Health and Social Service Advisory Board
- Salem Citywide Coalition to Prevent Substance Abuse
- Development Boston-North Shore Chapter of Parents Anonymous®

References

Available upon request